



PATENT
10/004,664

2643

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Before the Examiner:
Michael W. Brown et. al. :
Serial No.: 10/004,664 : Group Art Unit:2643
Filed: 12/03/2001 : Intellectual Property
Title: Enabling Caller Controlled : International Business
Hold Queue Position Adjustment : Machines Corporation
: 11400 Burnet Road
: Austin, Texas 78758

#4
smc
9/2/03

August 8, 2003

CERTIFICATE OF MAILING

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Sir:

I hereby appoint Amy Pattillo, Reg. No. 46,983 as associate attorney to prosecute the above-identified application and transact business in the U. S. Patent and Trademark Office connected herewith.

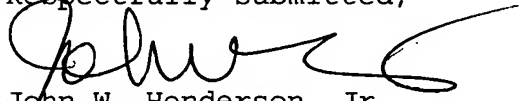
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Respectfully submitted,



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